



*Michigan Department of*

**TREASURY**

# Communicating with Taxpayers in the 21<sup>st</sup> Century

AUGUST 2019



# The Team

- ▶ **Chelsea Hare-West**, *Division Administrator, Operations Division*
- ▶ **Centralized Support of:**
  - *Business Operations*
  - *Technology and Systems Support*
  - *Data Analytics and Governance*



# About Treasury



Michigan Treasury will become the best operated treasury department in the United States and the State's thought leader on all tax and revenue issues



Culture of  
Taxpayer  
Service



Continuous  
Improvement



Engaged  
Employees



# About Treasury

- ▶ Internal processes
- ▶ Listening and sharing
- ▶ Finding solutions





# Culture of Service

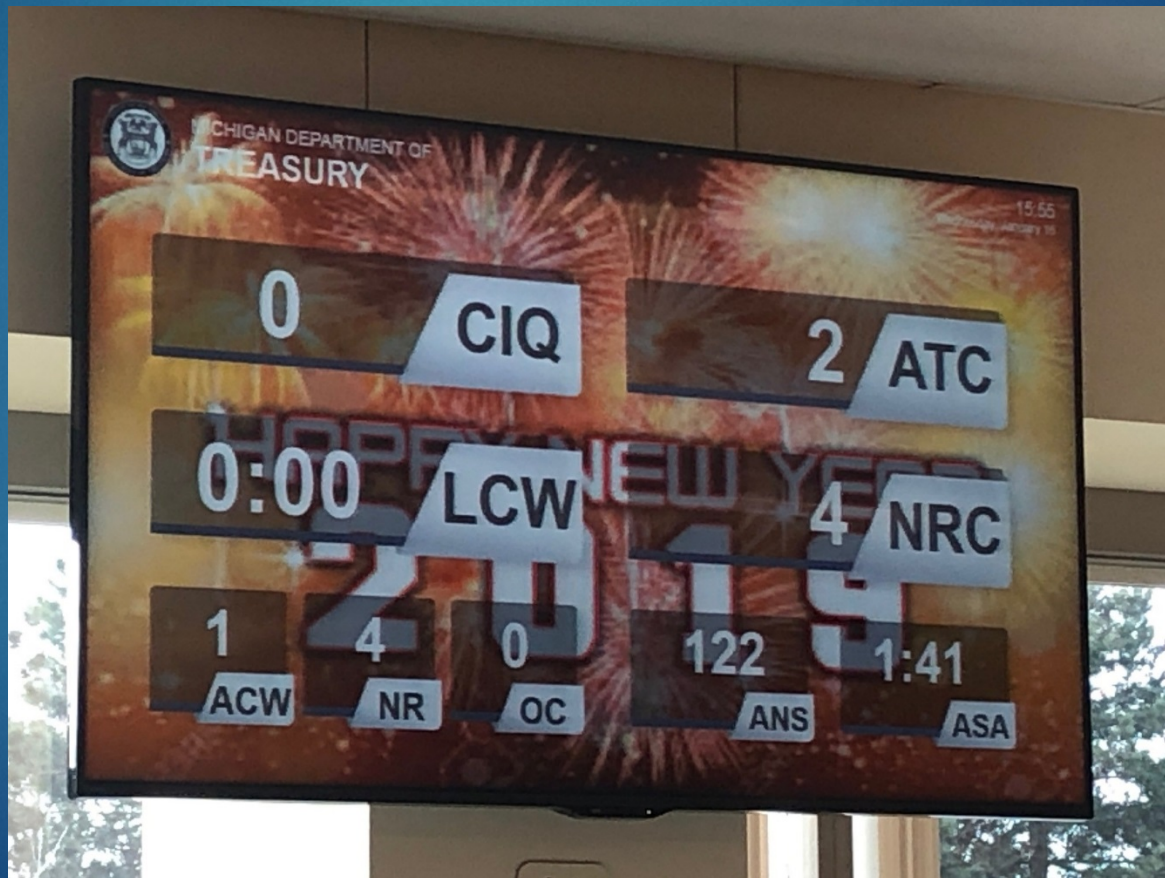
- *Moving from a culture of enforcement to one of taxpayer service*





# Evolution of Communication

- ▶ *Changing with the times*
- ▶ *Changing for the sake of taxpayer service*





# Internal Communications

## ► *Inclusion of Audit Field Staff*





# Internal Communications

## ► *Video Conferencing and Informal Conferences*





# External Communications

- *Installation of monitors in conference rooms*





# External Communications

- ▶ *Electronic data transmittal with Taxpayers*





# External Communications

## ► *Remote capabilities*





# Thank You!

We appreciate spending time with  
you today!

[www.michigan.gov/treasury](http://www.michigan.gov/treasury)

A large, stylized graphic of the words "Thank You!" in a white, cursive script font. The text is set against a solid green rectangular background. The letters have a slight 3D effect with soft shadows. The exclamation mark is particularly large and prominent.